

GOVERNMENT OF KARNATAKA

No. ENERGY 111 PSR 2020

Karnataka Govt. Secretariat,

Vikasa Soudha,

Bangalore, dated: 30.04.2020

CIRCULAR

Sub: Directions to ESCOMs regarding Meter reading, Billing, and Collections for the month of May 2020 and onwards - Reg.

Ref: 1) Circular No – ENERGY 111 PSR 2020, dated: 03.04.2020
2) Circular No – ENERGY 111 PSR 2020, dated: 09.04.2020

- 1) Energy Department, Government of Karnataka, vide its Circulars dated 3.4.2020 & 9.4.2020, has directed ESCOMs to issue electricity bills to all HT & 40HP & above LT installations as per meter reading and on average basis for the other categories of consumers and to send the bills to consumers wherever possible, through Online/Whatsapp/SMS/helpline and even make payments online. It was advised through wide publicity to Consumers to call 1912 (24x7 helpline) and inform their Account IDs & Mobile number for obtaining the bill copies through mail/whatsapp/SMS, if they had not received earlier. It was also informed that Consumers having grievance that the average bill is more than actual consumption, can furnish the self-reading (trust and verify) through SMS/Whatsapp of Local Sub Division office or 1912 Helpline (contact details available in the respective ESCOMs website) and by giving their mobile numbers and the consumers would be sent bills on the basis of the actual meter reading on their mobile through whatsapp or e-mail.
- 2) Further, it was made clear in the said Circulars that this method is only a one time measure for the month of April 2020 keeping in mind the COVID-19 regulations in place and for safety of consumers as well as meter readers and that regular meter reading, billing & collection activity

was to be done as before from 01.05.2020 onwards and any difference in the average bill and the actual reading would be adjusted in the next month bill.

- 3) Accordingly, ESCOMs have issued electricity bills to all HT & 40HP & above LT installations as per meter reading and on average basis for the other categories of consumers, as explained above. Bills are sent to registered E-mail/mobile numbers as per the data base.
- 4) Due to continuation of lockdown from 14.04.2020 to 03.05.2020, ESCOMs are seeking direction from the Government for physical meter reading and issue of bills as per the actual meter reading in the month of May 2020 for the following reasons –
 - a) In April 2020, the Industrial and commercial units have been under complete shut-down, decline in revenue demand (Bill amount) is expected in billing month of May 2020.
 - b) The smaller commercial and industrial units (Less than 40HP LT installations) were almost under complete shutdown in April 2020 and therefore, bills for only minimum charges need to be issued to them. Hence, it is not appropriate to issue average bills in May 2020.
 - c) In domestic category, due to seasonal variations like peak summer and with many of the consumers increasing the use of Fans and Air conditioners etc, and also many of the IT & BT personnel are working from home due to the lock down, the Maximum Demand (MD) reading and consumption is likely to be slightly more in April and May. The average bill given in the month of April 2020 is likely to be lesser than the actuals. If actual meter reading is done during May 2020, it is expected to get higher revenue demand from the domestic category and also unpaid amount of April 2020 can be realized to some extent, which will help ESCOMs in tiding over the financial stress.
 - d) Bills to all the consumers could not be issued in the month of April 2020, due to non-registration of mobile numbers and emails IDs by large number of consumers, since they may not have access to internet or may not be comfortable with online mode.

Government has examined the proposal and the following directions are issued to ESCOMs as regards to reading, billing and collections for the month of May 2020 and onwards –

A. Monthly bill generation and distribution to the consumers:

- 1) ESCOMs shall carryout physical meter reading and issue bills as per the actual meter reading to all categories of Consumers in the month of May 2020 and onwards.
- 2) To adjust the average bill issued in the month of April 2020 with the actual reading duly following the KERC norms, and adjust surplus / deficit suitably in the new bill.
- 3) To send bills through email/SMS/whatsapp, wherever possible.
- 4) To issue average bill or minimum charges bill as applicable to all the consumers residing / located in complete seal down areas / quarantine houses (by seeing quarantine notices pasted in the premises)

B. Consumers to make payment of bills by utilizing the following modes:

- 1) To call 1912 (24x7 helpline) and inform their Account IDs & Mobile number for obtaining the bill copies through mail/whatsapp/SMS etc, in case they don't receive their bills in physical form.
- 2) To register in the respective ESCOMs mobile App and get the bill details.
- 3) To register online in respective ESCOMs website and get the bill details.
- 4) To make payment through online/digital modes:
 - Online payment in ESCOMs website.
 - Karnataka One Website / APP.
 - BBPS payment – All banks debit card, credit card and internet banking, wallet payment, UPI payments, Pay U APP.

- IMI Mobile APP.
- 5) To make payment at Sub Division cash counter / ATP counter by taking necessary precautions regarding social distancing and wearing masks etc.
- 6) To make payment in spot collection through spot billing machine by MRs/GVPs in rural areas.

Above instructions shall be followed scrupulously by following all safety precautionary measures such as providing mask, sanitizer, hand gloves, etc & maintaining the Standard Operating Procedures and protocols for social distancing etc.

N. mangalagowri 30/4/2020
(N.Mangalagowri)
Under Secretary to Govt.
Energy Department. *A*

To:

The Managing Director, Bescom, Mescom, Hescom, Gescom and Cesc.

Copy to:

1. The P.S to Secretary, Ministry of Power, Gol, Shram Shakthi Bhavan, Rafi Marg, New Delhi.
2. The P.S to Chief Secretary to Govt. of Karnataka, Vidhana Soudha, Bangalore.
3. The P.S to Additional Chief Secretary to Hon'ble Chief Minister of Karnataka, Vidhana Soudha, Bangalore.
4. The P.S to Additional Chief Secretary to Finance Department, Vidhana Soudha, Bangalore.
5. The P.S to Additional Chief Secretary to Govt., Energy Department, Vikasa Soudha, Bangalore.
6. The Secretary, KERC, No.16 C-1, Miller Tank Bed Area, Vasantha Nagar, Bengaluru-560052.
7. The P.S to Managing Director, KPTCL/KPCL/PCKL/KREDL.
8. The P.S to Joint Secretary, Energy Department, Vikasa Soudha, Bangalore.
9. File.